

## TYFSOK is in gear

At K mart 9006, Washington CT House, Ohio, the new TYFSOK campaign is under way. Upon calling this store, you will be greeted by the service desk employee with "Thank you for calling our K mart, may I help you?" At the end of each sale at the checkouts you will also hear TYFSOK. When the store is closed at night at the end of the announcement you will hear "Thank you for shopping our Washington CT House K mart."

The employees are now wearing name badges which makes for a much friendlier store. The customer-employee relationship is on a more personal level when the customer can call the employee by their first name.

By wearing name badges it makes it easier for a customer to tell the store manager who it was that was so nice and friendly to them while shopping at K mart.

The first such incident involved Jane Fox, part-timer in cameras and jewelry. Jane was observed waiting on a customer and going out of her way to be a customer pleaser. Store Manager Steve Burrell said that the

customer stating how friendly and courteous Jane was to them. She received a certificate with a gold seal.



From K mart 3239, Kansas City, Missouri, standing from left to right: Personnel Manager Ruth Schmidt, Vicki Russell, Marion Baker, Tray Blust.

## Employees volunteer for Special Olympics game

Recently the Kansas City Area IV Special Olympics were held and K mart 3239, Kansas City, Missouri was proud to be part of it. A fund raising drive led by employees Vicki Russell and Marion Baker raised over \$1,400, enough to sponsor 24 athletes and put the employees of 3239 in the Special Olympic Gold Medal Club.

When asked if she thought the drive would be successful, Marion said that she was sure of it and asked for a \$500 cashiers check to be purchased even before half

that amount had been collected.

When the Olympics were held, five employees were on hand as volunteers to help with the events. Vicki Russell worked as team captain, while Marion Baker, Tray Blust, Idelle Boomgarden and her daughter and personnel and training manager Ruth Schmidt helped with individual events or special groups of Olympians.

The whole project turned out to be a great success, a lot of fun plus considerable work. With the good response to the Olympics, plans are already underway for more charitable work that the employees of 3239 can do themselves.

## Novice bowler captures State championship

Kathy Hettich, part-time cashier K mart 4272, Bismarck, North Dakota has been bowling for just two years. Earlier this year she earned the Major Girls division championship at the North Dakota State Coca-Cola Junior Bowling Tournament.

With a 128 average, Kathy bowled a 687 handicap series in the singles tournament.

"I like to bowl for tournaments," Kathy says. "You had to have participated in the regionals and won that before you could be in this tournament."

From there, Kathy went on to compete at the National Tournament in Washington, D.C. in July. There were 65 women and 124 men at the tournament.

"Everyone had to bowl three series of four games on the first day," Kathy says. "The next day you had to bowl another 12 games. Then they narrowed the field down to the top 24, which I didn't make."

The bowling season will start up again soon and although Kathy is a freshman majoring in computer science at Bismarck Junior College she will be on her old high school bowling league again this year.

"I don't think I would be able to make it on the women's league. The competition is pretty stiff."

## Pam Snader is on call—a local EMT leader

For Pam Snader, office manager of K mart 9755, Elizabethtown, Pennsylvania, being an emergency medical technician volunteer is a major part of her life. While heading a four-member crew for a volunteer ambulance service and also being on the board of directors for that organization, Pam can be on call for a 24-hour period.

"A volunteer ambulance is a basic life support system. Usually you try to put yourself on a 12-hour shift one night a week. But there is no requirement. Whatever you can handle is appreciated."

Pam took the emergency medical technician course which consists of 100 hours of training. She was taught basic saving methods such as CPR and how to stop bleeding in emergency cases.

"But they can't teach you the emotional end of it. They just can't prepare you for that. It

can be pretty tough. But you just have to think that you did the best that you could do and nothing more could be done. It's really hard when there are deaths and children involved. A lot of people think they can't do it, but when they have the training they find that they can be an EMT."

For the past six years, Pam has been on duty and on the board of directors for the last four. Within that time she estimates that she has gone on more than 1,000 calls. In the last two years alone she has logged over 1,200 hours a year.

"You go on calls for everything from auto accidents to heart attacks. Some people are just sick. Maybe they have the flu but they don't know what's wrong with them because they feel so bad. So we go and help them. I almost delivered a baby once."

Pam enjoys photography, just celebrated her 11th anniversary with the company and especially looks forward to spending time with her nieces and nephews.



Red Skelton, left, in K mart 7143, Puyallup, Washington with Western Washington Fair president.

## Red Skelton entertains Puyallup employees

Red Skelton was in Puyallup, Washington to do a show at the Western Washington State Fair and much to the surprise of K mart 7143 dropped in to do some shopping.

Although he intended to merely come in and buy a jogging suit and Kit Kat candy bars, he ended up giving employees and customers their own show. He stayed about an hour while he exclaimed "Yes, this is what I do, I visit small towns, go into K mart stores and

start telling jokes; then all the customers and employees gather round me and I send all my shoppers to the rest of the store."

A customer asked if she may light his cigar and he replied, "No thanks, I don't smoke."

He made his way to the checkouts signing autographs and telling jokes. His visit was enlightening and enjoyed by customers and employees as well. Red Skelton checked out his purchase and smiled to Lois Twedell, checker who simply closed the sale with "Thank you for shopping our K mart."